



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF MENTAL RETARDATION SERVICES
ANDREW JACKSON BUILDING
500 DEADERICK STREET, 15TH FLOOR
NASHVILLE, TENNESSEE 37243**

MEMORANDUM

To: All Service Recipients, Family Members,
Legal Representatives and Advocates

From: Stephen H. Norris, Deputy Commissioner
Division of Mental Retardation Services

Date: June 15, 2007

Subject: Complaint Resolution System

The Division of Mental Retardation Services (DMRS) has a complaint resolution system to address issues and concerns expressed by service recipients, their families, legal representatives, paid advocates and concerned citizens.

The DMRS wants to make sure that you are satisfied with your services and that you have an opportunity to express those issues or concerns regarding the service you receive.

The DMRS has asked that each contracted service provider maintain a complaint resolution system and contact person in an effort to resolve issues at a more direct level. This means that you may call this person about anything that concerns you related to the services that you receive from the service provider. If you feel that your problem has not been resolved and you are not satisfied with the response from your service provider or agency, you may contact your State Regional Complain Resolution Coordinator at:

East Tennessee
Chaneth Quemore
Office 865-588-0508 ext. 228
Toll free 1-888-310-4613
Chaneth.Quemore@state.tn.us

Middle Tennessee
Sherry Baskerville
Office 615-884-6083
Toll free 1-800-654-4839
Sherry.Baskerville@state.tn.us

West Tennessee
Debbie Hammons
Office 901-745-7492
Toll free 1-866-215-3743
Debbie.Hammons@state.tn.us

You may also contact the statewide **MR Toll Free Number at 1-800-535-9725** or Thomas O'Brien, Statewide Director of Complaint Resolution in Central Office at 615-253-5715.

Tennessee Law prohibits any harmful action occurring as a result of you reporting a complaint. The Division of Mental Retardation Services encourages you to express concerns regarding services.

SHN:tob